



SECOND JUDICIAL DISTRICT COURT

LANGUAGE ACCESS PLAN

I. LEGAL BASIS AND PURPOSE

This document serves as the plan for the Second Judicial District Court to provide to persons with limited English proficiency (LEP) services that are in compliance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.; 45 C.F.R. § 80.1 et seq.; and 28 C.F.R. § 42.101–42.112). The purpose of this plan is to provide a framework for the provision of timely and reasonable language assistance to LEP persons who come in contact with the Second Judicial District Court.

This language access plan (LAP) was developed to ensure meaningful access to court services for persons with limited English proficiency.

NOTE: Although the requirements for serving deaf and hard-of-hearing persons are provided for under the Americans with Disabilities Act (ADA), the provision of court interpreters and language services for deaf and hard-of-hearing individuals are also periodically referenced in this plan.

II. NEEDS ASSESSMENT

A. Statewide by Language

The State of New Mexico provides court services to a wide range of people, including those who speak limited or no English and those who are deaf or hard-of-hearing.

According to the New Mexico Administrative Office of the Courts (AOC), the top four most frequently used languages in New Mexico, as of 2012, were:

1. Spanish
2. American Sign Language
3. Navajo
4. Vietnamese

In Fiscal Year 2010, interpretation was provided in New Mexico's courts in 33 different languages.

B. Second Judicial District Court by Language

Demographic Data for Bernalillo County:

The Second Judicial District Court will make every effort to provide services to all LEP persons. However, the following list shows the top five spoken languages other than English in this court's geographic area. The % indicates the percentage of county residents above the age of five who speak the language at home; it does not indicate proficiency or lack of proficiency in English.

1. Spanish 24.78%
2. Navajo 1.04%
3. Vietnamese 0.42%
4. German 0.41%
5. French 0.31%

The above data comes from the Modern Language Association (MLA) Map, which as of the effective date of this plan uses 2000 census data. Between the 2000 census and the 2010 census, Bernalillo County grew by 19%. The Deputy Court Executive Officer (Monica Roybal) will be responsible for updating MLA data as it becomes available.

The MLA Map shows 24 additional languages for Bernalillo County, each spoken by between 0.02% and 0.25% of the population. The Map can be viewed at the following web address:

http://www.mla.org/map_data_results&SRVY_YEAR=2000&geo=county&state_id=35&county_id=1&mode=geographic&lang_id=&zip=&place_id=&cty_id=®ion_id=&division_id=&ll=&a=&order=&ea=n&pc=1

The LAP planning team (see Attachment B) also approached Catholic Charities, which conducts refugee resettlement of 250-300 individuals per year, for on-the-ground data. Catholic Charities reports having clients who speak 7 additional languages not listed on the MLA Map.

The LAP planning team also approached the NM Asian Family Center for on-the-ground data. The Center reported that the Vietnamese community fills in the census at a low rate and that Bernalillo County's Vietnamese population is therefore significantly higher than it appears to be from the MLA data.

Courthouse Users:

The Second Judicial District Court will also assess our language needs on an ongoing basis based on what we identify about courthouse users. This is being achieved through two methods:

- 1) Consulting with employees
- 2) Data tracking

1) Consulting with employees:

In October 2011, a survey was circulated to employees of the Second Judicial District Court, eliciting 74 responses.

Court employees reported the top five languages encountered in the courthouses as:

1. Spanish (100% of employees had come into contact)
2. Vietnamese (30% of employees had come into contact)
3. Navajo (20% of employees had come into contact)
4. Chinese (11% of employees had come into contact)
5. Japanese (5% of employees had come into contact)

In addition to those five languages, employees also reported having encountered the following languages among courthouse users: Italian, Tewa, German, French, Keres, Hindi, Tagalog/ Filipino, Arabic, Portuguese and Farsi.

When asked about deaf court clients/ customers, 1% of employees reported coming into contact with the deaf “frequently,” 69% came into contact “occasionally,” and the remaining 30% came into contact “never”.

2) Data tracking:

In addition to tracking the use of interpreters in the courtroom by language, the Court tracks requests for out-of-courtroom services, both in person and over the telephone, by language.

The Court Interpreter Supervisor (Rosa López-Gastón) has been tracking in-courtroom interpreter statistics on an ongoing basis and is responsible for ensuring that this data continues to be compiled.

Over a period from January to December 2011, there were 3,344 courtroom interpreter assignments in the Second Judicial District Court.

The top five languages for in-courtroom interpreter assignments were:

1. Spanish (3,162 assignments)
2. American Sign Language (97 assignments)
3. Vietnamese (31 assignments)
4. Arabic (11 assignments)
5. Chinese (10 assignments)

The remaining 33 assignments were spread among 16 additional spoken languages (see Attachment C). Attachment C also breaks down the type of proceeding and the type of interpreter (certified staff interpreter or certified contract interpreter).

The Court began tracking out-of-courtroom encounters with LEP and deaf individuals in every division that has contact with the public, using a form provided by AOC and adapted by the Courts, beginning January 2012. Consistent data across every division became available beginning April 2012. The data that was available as of the effective date of this plan is set out in the table below. The Deputy Court Executive Officer (Monica Roybal) is responsible for ensuring that data on out-of-courtroom

encounters continues to be compiled on an ongoing basis and for adding it to this plan.

Month	Number of Contacts	Language
January 2012	126	Spanish
February 2012	53	Spanish
March 2012	41	Spanish
April 2012	100	Mostly Spanish; 1 Farsi, 1 Greek; 1 hard of hearing
May 2012	42	Mostly Spanish; 1 Farsi

C. Survey Reports

Judge Survey Report

In October 2011, a language access survey was distributed to judges in the Second Judicial District, eliciting 24 responses. Sixty-two percent of respondents were aware of the language access requirements of Title VI of the 1964 Civil Rights Act and 100% were aware of the Court's responsibilities under the Americans with Disabilities Act (ADA).

Eighty-three percent of the judges rated language access for LEP individuals as "important," with 12% rating it "neutral" and 4% "unimportant." Ninety-six percent rated language access for the deaf as "important," with 4% rating it "neutral" and 0% "unimportant."

Sixty-two percent of the judges responded that they require the services of an interpreter "frequently," with 38% requiring interpreters "occasionally" and 0% "never." Seventy-five percent have had to delay a court proceeding due to the unavailability of a certified interpreter while 25% have not had to do so. Seventy-four percent swear interpreters in for each proceeding while 26% do not do so for each proceeding.

Seventy-four percent of judges stated they felt it essential that an interpreter working in their court be certified, while 26% felt it was not essential. Twelve percent felt it was appropriate for a friend or family member to serve as an interpreter, while 88% felt it was inappropriate. Twelve percent had attempted to communicate with an LEP or deaf individual directly, without the assistance of an interpreter, while 88% had not done so.

Judicial Employee Survey Report

In October 2011, a survey was circulated to employees of the Second Judicial District Court, eliciting 74 responses. One hundred percent of respondents have direct contact with court clients/ customers in the course of their job duties.

Seventy-eight percent of respondents rated language access for LEP individuals as "important," with 18% rating it "neutral" and 4% "unimportant." Ninety-six percent rated language access for the deaf as "important" with 4% rating it "neutral" and 0% "unimportant."

When asked how often they came into contact with LEP clients/ customers, 44% said "frequently," 54% "occasionally" and 1% "never." When asked about the deaf, 1% came into contact "frequently,"

69% “occasionally” and 30% “never.”

Of those needing spoken language access services, Spanish was noted as the most frequently requested language, with 100% of employees having come into contact with Spanish speaking LEP persons. Employees reported the next highest need as Vietnamese (30% had come into contact), followed by Navajo (20% had come into contact), Chinese (11%), Japanese (5%), Italian (4%), Tewa (3%) and German, French, and Keres at 1% each. When asked what additional languages they had encountered, employees mentioned Hindi, Tagalog/ Filipino, Arabic, Portuguese and Farsi.

Thirty-eight percent of employees were bilingual or conversant in a foreign language (all Spanish, except for one employee who spoke “Navajo, and a little Spanish” and one who spoke “Spanish, English, French, Italian and some Portuguese”). Thirty percent of employees had been called on to interpret for an LEP client/ customer. Twenty-eight percent of employees had encountered difficulties when attempting to secure the services of an interpreter while 72% had not encountered difficulties.

When asked what language access services are available in their court, 66% of employees knew about in-person interpreters; 14% about telephone or video interpreters; 19% about posted signs regarding the right to an interpreter; and 23% about “I Speak” cards. Twenty-six percent stated that they did not know about any services.

Fourteen percent of employees indicated that they had received training in how to assist LEP or deaf clients/ customers while 86% had not. Eighty-two percent stated they would attend training if it were available.

Community Stakeholder Survey Report

Fifteen community agencies participated in the survey distributed in October 2011, which had been distributed to stakeholders such as legal aid, treatment providers, and organizations representing immigrant groups. Extensive research was conducted to come up with that database of community stakeholders, and the database will be a useful resource for the Court on an ongoing basis.

Respondents were screened out so that only those agencies who served the LEP or deaf, and whose members had used the Second Judicial District Court, could participate. Ninety-three percent of the community stakeholders served/ had members who were LEP and 67% also served/ had members who were deaf or hard-of-hearing.

Seventy-three percent said their clients need courtroom interpreter services “frequently,” while 27% needed them “infrequently” and 0% “never.” Forty-seven percent of respondents said the Court always provided interpreters when needed, while 53% said they did not always do so. When asked whether they had ever encountered any difficulties securing the services of an interpreter, 64% said “yes” and 36% said “no.” When asked if there was any difference in the Courts' ability to provide services in Spanish versus less commonly spoken languages, 86% said “yes” and 14% “no.”

When asked whether judges were helpful in addressing the needs of LEP or deaf individuals, 60% said “yes,” 40% “sometimes” and 0% “no.” When asked whether court employees were helpful, 33% said “yes,” 67% “sometimes” and 0% “no.”

Nine of the 15 responding agencies receive referrals from the Courts. Of these, 78% provide language access services at their agencies.

III. LANGUAGE ASSISTANCE PROCEDURES AND RESOURCES INSIDE THE COURTROOM

A. Equipment and Interpretation for the Deaf and Hard-of-Hearing

Assistive listening equipment to serve the hard-of-hearing is available for the courtrooms in the Second Judicial District Court. This resource is available on request from the bailiffs and will be advertised to the public by means of a sign posted outside each courtroom (a total of 25 signs throughout courthouse locations). The ASL contract interpreter (Aimee Rivera) is responsible for ensuring signs are posted by May 31, 2012.

As of April 2012, the AOC entered into contract with an American Sign Language interpreter (Aimee Rivera) to deliver services statewide, housed at the Second Judicial District Court. The ASL contract interpreter is responsible for: interpreting in-person in the Second Judicial District Court; interpreting by remote video for other courts statewide; scheduling ASL interpreters for all courts; and providing training and consultation on working with deaf and hard-of-hearing persons.

B. Provision of Interpreters in the Courtroom

The provision of spoken-language and signed-language interpreters in court proceedings is based in New Mexico State statute and the Constitution. The Constitution references language access in multiple sections, including Article II, Section 14 and Article VII, Section 3. In the Second Judicial District Court, interpreters will be provided, consistent with the Court Interpreter Standards of Practice and Payment Policies, at no cost to court customers, witnesses, jurors and other parties who need such assistance under the following circumstances:

- For a deaf or hard-of-hearing litigant, juror, observer (when an observer has submitted a request to the court prior to the proceeding), or witness in any type of court proceeding. Title II of the ADA requires local and state courts to provide qualified signed language interpreters or other accommodation to ensure effective communication with deaf and hard-of-hearing individuals.
- For a non-English speaking person who is a principal party in interest or a witness in a criminal case.
- For a non-English speaking person who is a principal party in interest or a witness in a domestic violence case, domestic relations case, and/or Children's Court case, including court-ordered domestic relations mediation.
- For a non-English speaking person who is a principal party in interest in a civil case or that party's witness.
- For victims who are active case participants, i.e., testifying as a witness or when making a statement at sentencing.
- For any non-English speaking juror. A certified court interpreter shall be provided to petit and grand jurors, including jury orientation, voir dire, deliberations, and all portions of the trial.

It is the responsibility of the private attorney, Public Defender or District Attorney to provide

qualified interpretation and translation services for witness interviews, pre-trial transcriptions and translations and attorney/client communications during proceedings.

C. Determining the Need for an Interpreter in the Courtroom

The Second Judicial District Court may determine whether an LEP or deaf/ hard-of-hearing court customer needs an interpreter for a court hearing or for jury duty in the following ways:

- Request for interpreter form which is available in both a paper version and on the Intranet (the Court's internal website).
- Attorneys are aware of the need to contact the Court to request interpreters for criminal hearings and frequently do so via phone and email.
- To further improve communication with attorneys about the need for advance notice, the Deputy Court Executive Officer (Monica Roybal) will compose, upon completion of this LAP, a letter explaining that the Court needs advance notice of interpreter required at each hearing in order to be able to successfully serve attorneys' LEP clients. The letter will be sent out by the Chief Judge to the Bernalillo County Public Defender, Bernalillo County District Attorney, and Albuquerque Bar Association; in addition, a notice will be placed in the NM Bar Bulletin.
- The Metropolitan Jail intake sheet has an "interpreter needed" checkbox.
- The Pre-Trial Division flags interpreter need.
- Criminal cases are flagged at arraignment.
- Language on domestic violence petition inquires whether any party needs an interpreter.
- The jury questionnaire includes a request for interpreter.
- At the Court's main facility in downtown Albuquerque, once the need has been identified through the above sources, the clerks flag interpreter needs in the Court's case management system.
- At the Court's Juvenile Justice Center (JJC), cases are flagged at detention hearings and by Trial Court Administrative Assistants (TCAAs).

The need for a court interpreter may be identified prior to a court proceeding by the LEP or deaf/ hard-of-hearing person or on the person's behalf by: the Court's counter staff, self-help center staff, family court services staff, TCAAs, or jury division staff; or by the client/ customer's advocate, family member or attorney; or by outside justice partners such as probation/parole officers, attorneys, social workers or correctional facilities.

The need for an interpreter also may be made known in the courtroom at the time of the proceeding. The Second Judicial District Court displays signs translated into Spanish, Navajo and Vietnamese, and that also highlight signed language services, that state: "You have the right to an interpreter at no cost to you. Please contact the clerk for assistance." (See Attachment D). The Second Judicial District Court displays these signs at the following locations: near building entrances, at information desks, at clerk's windows, in the domestic violence division, in the self help division, on the Court's website, and on the Court's Intranet. The Human Resources Division's Training Coordinator (Eric Mitchell) is responsible for ensuring signs are posted in all appropriate areas. As of April 2012 there were approximately 50 signs posted within the Second Judicial District courthouses.

Also, the judge may determine that it is appropriate to provide an interpreter for a court matter.

In a case where the Court is mandated to provide an interpreter, but one is not available at the time of the proceeding even after the Court has made all reasonable efforts to locate one, the case will be postponed and continued on a date when an interpreter can be provided.

D. Court Interpreter Qualifications and Availability

The Second Judicial District Court schedules spoken and signed language interpreters for courtroom hearings in compliance with Supreme Court rules and AOC policies. As of the effective date of this plan, these were under review by the Joint Rules Committee. The Court Interpreter Supervisor (Rosa López-Gastón) is responsible for obtaining that information as it becomes available and adding it to this plan.

The AOC maintains a statewide roster of certified court interpreters, registered interpreters in languages other than Spanish, and justice system interpreters who may work in the courts. This roster is available to court staff and the public on the internet at <http://www.nmcourts.gov/newface/court-interp/directory.pdf>

In the Second Judicial District, there are two full time and one half time Spanish interpreters on staff, under the supervision of the Court Interpreter Supervisor (Rosa López-Gastón), who also coordinates the scheduling of additional certified contract Spanish interpreters. When interpretation is needed in a spoken language other than Spanish, the Court Interpreter Supervisor consults the AOC roster or liaises with the AOC Program Manager. ASL interpretation is provided and further coordinated by the AOC's contract ASL interpreter (Aimee Rivera), as detailed in Section III A. Procedures to assist staff in scheduling an interpreter are set out in Attachment D.

IV. LANGUAGE ASSISTANCE PROCEDURES AND RESOURCES OUTSIDE THE COURTROOM

The Second Judicial District Court is also responsible for taking reasonable steps to ensure that LEP individuals have meaningful access to services outside the courtroom. Language services outside the courtroom include routing, daily communications and interactions between court staff and LEP individuals as they request information, file documents, schedule appointments, and so on.

This is perhaps the most challenging situation facing court staff, because in most situations they are charged with assisting LEP individuals without an interpreter present. In the Second Judicial District Court, LEP individuals may come in contact with court personnel via the phone; the public information desks; the clerk's windows; the self-help center; or inquiries for directions in all divisions having publicly accessible offices.

The most common points of service outside the courtroom are at the Court's public information desk and the clerk's windows. Bilingual assistance is provided in these areas by the placement of bilingual staff as is practical in these positions. Bilingual staff from elsewhere in the court are also called on to assist as necessary. Thirty-eight percent of respondents to the employee survey indicated that they were bilingual or conversant in a foreign language. The Human Resources Administrator Senior (Anita Martinez) spoke with the supervisors of the Court's various divisions in February 2012 to obtain an accurate picture of bilingual staff's locations within the Court, and has compiled a list of that

information for the planning team's reference.

Language Access Specialists are bilingual employees of the Court who have successfully completed justice system language access training through the New Mexico Center for Language Access. They are a category of employee specifically created by the NM Judiciary to ensure the delivery of meaningful language access services. LAS are the primary staff members who are equipped and should be called on to handle out-of-courtroom needs. Attachment E details which divisions employed qualified LAS and LAS in training as of the effective date of this plan. The Court will add information regarding locations of Language Access Specialists to the Court Directory by May 1, 2012. The Deputy Court Executive Officer (Monica Roybal) will be responsible for completing this task.

To facilitate communication between LEP individuals and staff outside the courtroom, the Second Judicial District Court uses the following resources as available:

- Language Access Specialists and other bilingual employees, as detailed above.
- “I Speak” cards in over 60 languages, to identify the individual’s primary language (see Attachment D).
- Multilingual signage throughout courthouse locations, as detailed in Section III C.
- Telephonic interpreting services, which are available to provide assistance at every area that is accessible to the public. The telephonic interpreting services are provided in over 175 languages, through Certified Languages International (CLI) (see Attachment D).
- English and Spanish voicemail is set up in the pro se and pre-trial divisions. No other divisions have voicemail in English.
- During office hours, if a phone call is received in Spanish, staff will consult the Court Directory and transfer the caller to an LAS. If a phone call is received in a language other than Spanish, staff will utilize CLI.
- The Court’s website has a section containing language access resources (right to interpreter sign; “I Speak” cards; list of documents translated into Spanish available from the Court). Upon completion, a copy of this LAP will be added to the website. The Software Development Manager (Deborah Torres-Gutiérrez) is responsible for all elements of the website related to language access.
- The Court’s website was undergoing significant revision as of the effective date of this plan. Within three months of the website’s revision being completed, the LAP planning team will identify key sections to translate into Spanish.
- An English and Spanish DVD that is available at JJC for juveniles regarding their rights, screened before detention hearings.
- Annually, judges and court staff participate in a “Lawlapalooza” legal fair at which free legal advice is offered to the community. The organizers of this event (which is not held at the Court) make available Spanish speaking attorneys and Spanish, ASL, Chinese and Vietnamese interpreters.
- Spanish language parenting trainings, offered quarterly at JJC.
- English language parenting trainings, offered quarterly at JJC, at which an ASL interpreter is present.
- The Second Judicial District Court employs a full time Spanish language counselor who provides family, crisis intervention, and substance abuse counseling and assessments.
- The Court provides interpreters at family court clinic for custody and visitation matters.
- The Court provides interpreters for Children, Youth and Families Department abuse and neglect

mediations.

- The Court provides interpreters for civil arbitrations.
- For non-record specialty courts, such as Drug Court and Program for the Empowerment of Girls, the Court provides interpreters, including legal assessments.
- Drug Court and Pre-Trial Services have Spanish speaking staff.
- Self-help center services that include: Language Access Specialists, other bilingual self-help center staff, and telephonic language assistance.
- Written informational and educational materials and instructions in Spanish (see Section V).

V. TRANSLATED FORMS AND DOCUMENTS

The Courts understand the importance of translating forms and documents so that LEP individuals have greater access to needed information and services. The translation of documents is a complex issue for several reasons including whether forms completed in languages other than English should be accepted for filing and, if so, who should bear the cost of translating those documents. Recognizing the need for Supreme Court direction, the AOC and the Joint Rules Committee of the New Mexico Supreme Court will be addressing the broader implications of document translation. It is expected that they will provide direction to the courts in the form of a Supreme Court Rule in 2013. At such time, the LAP planning team will amend this plan to reflect the Supreme Court's direction.

Currently, the following written resources are available in the Second Judicial District Court:

- An extensive list of informational documents in Spanish, listed by Court division (see Attachment F). These translated documents are available to staff and the public for court purposes by:
 - ➔ Calling the Interpreter Division at (505) 841-7471 or the Fiscal Services Division at (505) 841-7540
 - ➔ Emailing a request to the Court Interpreter Supervisor (Rosa López-Gastón) at albdrlg@nmcourts.gov.
 - ➔ Stopping by the Fiscal Services Division on the third floor of the main courthouse.
 - ➔ Clicking a link on the home page of the Court's website:
www.nmcourts.gov/seconddistrictcourt
 - ➔ On the Court's internal Intranet
- Bilingual (English and Spanish) handouts from community partners such as Law Access NM and Legal Aid NM, covering topics such as guardianship, foreclosure, and access to a legal helpline, available in the self help center and the domestic violence division.
- Interpreters at court hearings are expected to provide sight translations of court documents and correspondence associated with the case.
- As the only state in the United States that seats limited or non-English speaking jurors, the New Mexico AOC provides jury summons questionnaires, qualification forms, and requests for postponement or excusal in Spanish.

VI. COURT STAFF RECRUITMENT

The Second Judicial District Court is an equal opportunity employer and recruits and hires bilingual

staff to serve its LEP constituents. Bilingual staff serve the Second Judicial District Court in the following capacities:

- 2.5 certified court interpreters who serve as permanent employees of the Court.
- Certified court interpreters who serve the Court on a contract basis.
- A part time certified ASL interpreter who is contracted by AOC and housed at the Court.
- A full time Spanish language counselor who provides family, crisis intervention, and substance abuse counseling and assessments.
- Language Access Specialists, as detailed in Section IV. At the discretion of the Court CEO, the Court provided compensation and incentives in the form of a \$1 per hour increase to employees who became certified as LAS through 2011. For LAS qualifying from 2012 on, the pay raise will be at the discretion of the Court CEO. The LAP team recommends that the Court pay the \$1 raise to all LAS.
- Other bilingual staff who are on call to assist with out of courtroom contacts from LEP individuals as needed. The LAP team recommends that the Court make it a priority to encourage all bilingual employees who provide language access services to become LAS certified.

VII. JUDICIAL AND STAFF TRAINING

The New Mexico State Courts and the Second Judicial District Court are committed to providing language access training opportunities for all judicial officers and staff members. Training and learning opportunities currently offered by the New Mexico Supreme Court and the Second Judicial District Court will be expanded or continued as needed. These opportunities include:

- Mandatory language access training for all new and continuing employees, using a language access training DVD developed by the New Mexico Judiciary and made available to all courts in October 2011. The DVD includes information on the legal basis for language access and goes into detail on procedures for providing services. A policy directive mandating the training was issued by the Supreme Court in the form of an Order in April 2011 (see Attachment G). A subsequent policy directive was issued by AOC in October 2011 in the form of a Language Access Training Policy. AOC distributed an accompanying training acknowledgement form which is to be signed by each employee and added to his or her personnel file after training has been completed (see Attachment H).
- Instruction for all employees on the court's LAP policies and procedures, as described in this plan;
- Scholarships and wage incentives to encourage the enrollment of current bilingual employees in the Language Access Specialist certificate program offered through the New Mexico Center for Language Access;
- Statewide conferences on language access or conferences and judicial conclaves that include sessions dedicated to language access topics;

The Second Judicial District Court conducted language access training in February and March of 2012. The Human Resources Division's Training Coordinator (Eric Mitchell) and the Human Resources Administrator Senior (Anita Martinez) led a total of 28 sessions, which covered all employees at both court locations. In addition to screening the mandatory DVD, sessions included: explanation of the distinction between a certified court interpreter and an LAS; hands-on role play practice with CLI;

employees were shown right to interpreter signs, “I Speak” cards, CLI instructions, and Supreme Court Order; Q&A sessions.

Training acknowledgement forms were added to employees' personnel files and were also scanned and sent to AOC on March 26, 2012.

Judges were notified about mandatory training and some judges attended the training sessions. The Human Resources Division's Training Coordinator (Eric Mitchell) distributed, in April 2012, a copy of the DVD and a training acknowledgement form to the remaining judges.

Trainings in the Second Judicial District Court will be held on an annual basis, at minimum. New employees and judges will receive language access orientation shortly after assuming their responsibilities. The Human Resources Division's Training Coordinator (Eric Mitchell) and the Human Resources Senior Administrator (Anita Martinez) are responsible for implementing trainings.

Planned content for future trainings includes: refresher of earlier training; continued instruction on the Court's LAP policies and procedures; screening of *Breaking Down the Language Barrier* DVD available from the U.S. Department of Justice; and instruction from the ASL interpreter (Aimee Rivera) on serving the deaf and hard of hearing.

VIII. FUNDING AND PROCUREMENT ISSUES

The New Mexico Supreme Court and Administrative Office of the Courts commit significant resources to the following language access efforts to benefit all state courts on a regular basis: signage; assistive listening/interpreting equipment; certified interpreter services for court proceedings for spoken and signed languages; training and certification of interpreters and Language Access Specialists; 24/7 telephonic interpreting available in 175 languages for out-of-courtroom communication with LEP individuals; and the development of related training materials for court personnel and language access service providers. The NM Judiciary will continue to support the Second Judicial District Court's language access efforts through these services and will work to identify new funding opportunities to support language access efforts across the judiciary and specific to the needs of the Second Judicial District Court's, as identified through the current or future language access planning efforts.

IX. PUBLIC NOTIFICATION OF LAP PLAN AND SERVICES; COMPLAINT PROCEDURE

The Second Judicial District Court understands the importance of communicating to the LEP and deaf/hard-of-hearing public that courthouses are accessible. In addition to using signage, “I Speak” cards, voicemail, DVDs, workshops, online materials and written materials as detailed above, the Court will take advantage of a statewide Spanish PSA, which AOC is planning to produce by January 2013.

The Court will create an English/ Spanish brochure informing the public of their rights to language access and the services available at the Court. This will be available at the Court and will also be distributed to community organizations and public libraries. A subcommittee of the LAP planning team (Lidia Solís, Mark Pickle and Deborah Torres-Gutiérrez) will design the brochure and the Court

Interpreter Supervisor (Rosa López-Gastón) will translate it. Once the brochure is approved by Administration, Kevin Ybarra and Pam Perea, Administrative Assistants, will distribute it, using the database of community organizations that was researched by AOC. This process will be completed by May 18, 2012.

A further community outreach initiative undertaken by the Court is the participation of judges and court staff in the “Lawlapalooza” legal fair, as detailed in Section IV.

Once the LAP has been signed, the Chief Judge will send a letter to known local legal and community stakeholders, enclosing the LAP. The letter will serve the purposes of encouraging agencies with whom the Court works to take similar measures in their own organization, and of advising the LEP and deaf/hard of hearing community that the Court is accessible. The Deputy Court Executive Officer (Monica Roybal) will collaborate with the Chief Judge (Honorable Ted Baca) to ensure this is completed by June 30, 2012.

A hard copy of the Second Judicial District Court's LAP plan will be kept at the public information desk. Copies will also be viewable at the public access computer kiosks, via a short cut link. Copies of the plan will be provided to the public on request. In addition, the Second Judicial District Court will post the plan on its website at www.nmcourts.gov/seconddistrictcourt and the AOC will post the plan on the New Mexico State Courts website at www.nmcourts.gov. The plan will also be accessible to Court staff and judges on the Court's internal Intranet.

The Second Judicial District Court has a complaint procedure for persons who feel their rights have been violated under Title VI. Should any individual wish to make a complaint, the attached complaint procedure and form will be provided to them by the LAP Plan Coordinator (Monica Roybal) (see Attachment I).

X. APPROVAL AND EVALUATION OF LAP PLAN

A. LAP Plan Approval

The Second Judicial District Court's LAP plan is subject to approval by the Chief Judge and Court Executive Officer. Upon approval, a copy will be forwarded to the AOC. Any revisions to the plan will be submitted to the Chief Judge and Court Executive Officer for approval, and then forwarded to the AOC.

B. Quarterly Evaluation of LAP Plan

The Second Judicial District Court will routinely assess whether changes to the LAP plan are needed. The plan may be changed or updated at any time but reviewed not less frequently than quarterly.

Four times per year, the Court's LAP planning team will review the effectiveness of the Court's LAP plan and update it as necessary. The evaluation will include identification of any problem areas and development of corrective action strategies. Elements of the evaluation will include:

- Number of LEP persons requesting court interpreters and out-of-courtroom language assistance;

- Assessment of current language needs to determine if additional services or materials should be provided;
- Assessment of whether the Court's administrative procedures for identifying interpreter needs are operating smoothly.
- Assessment of whether court staff adequately understand LEP policies and procedures and how to carry them out;
- Review of feedback from court employee training sessions;
- Surveys to judges, employees, and community stakeholders and/or revisiting information obtained in earlier surveys, if deemed necessary;
- Ensuring that all time-sensitive references, rules or policies that are subject to change, and individuals mentioned in this plan are up-to-date.

C. Second Judicial District LAP Plan Coordinator:

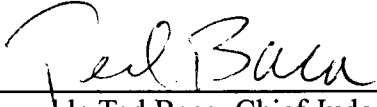
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400 Lomas Boulevard NW, Albuquerque, New Mexico 87102
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505-841-7644

D. AOC LAP Plan Coordinator:

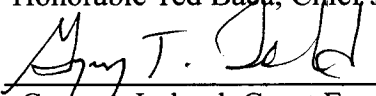
Pamela Sánchez, Statewide Program Manager, Language Access & Jury Services
New Mexico Administrative Office of the Courts
237 Don Gaspar, Santa Fe, New Mexico 87501
aocpjs@nmcourts.gov
505-827-4822

E. LAP Plan Effective date: July 20, 2012

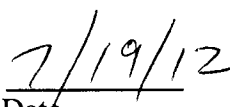
F. Approved by:



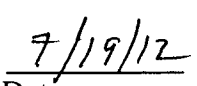
Honorable Ted Baca, Chief Judge



Gregory Ireland, Court Executive Officer



Date



Date



Second Judicial District Court Language Access Plan

ATTACHMENTS

- A) Summary of tasks and responsible parties
- B) Members of the Second Judicial District Court's Language Access Planning team
- C) Interpreter use records
- D) Language access resources/ procedures:
 - i. Language access sign
 - ii. "I Speak" cards
 - iii. Procedures for using Certified Languages International phone service
 - iv. Procedures for scheduling certified interpreters
- E) Language Access Specialist directory
- F) List of informational documents available in Spanish
- G) Supreme Court language access training order
- H) AOC language access training policy and acknowledgement form
- I) Complaint procedure and form

**Second Judicial District Court Language Access Plan
Attachment A**

SUMMARY OF TASKS AND RESPONSIBLE PARTIES

Task	Timeframe	Responsible Party
Update MLA data in LAP	As available	Deputy CEO
Compile interpreter data	Ongoing	Court Interpreter Supervisor
Compile out of courtroom data and add to LAP	Ongoing	Deputy CEO
Post assistive listening equipment signs	May 31, 2012	ASL Contract Interpreter
Send letter to attorneys + post notice in Bar Bulletin re: advance notice of interpreter need	Upon completion of LAP	Deputy CEO
Ensure right to interpreter signage remains posted	Ongoing	Human Resources Training Coordinator
Keep informed about Supreme Court rules regarding interpreters, add any new info to LAP	As available	Court Interpreter Supervisor
Add LAS to Court Directory	May 1, 2012	Deputy CEO
Translate and record jury division voicemail	May 31, 2012	Court Interpreter Supervisor, Jury Manager
Add LAP to website	Upon completion of LAP	Software Development Manager
Identify portions of website for translation	Within 3 months of completion of website revision	LAP planning team
Amend LAP to reflect Supreme Court's direction re: translated forms and documents	As available/ 2013	LAP planning team
Implement annual staff trainings	March every year	Human Resources Training Coordinator, Human Resources Administrator Senior
Conduct language access orientation for new employees and judges	Shortly after hire	Human Resources Training Coordinator, Human Resources Administrator Senior
Create bilingual brochure about language access services	May 18, 2012	LAP team subcommittee
Translate brochure	May 18, 2012	Court Interpreter Supervisor

Distribute brochure	May 18, 2012	Administrative Assistants
Send letter enclosing LAP to stakeholders	June 30, 2012	Deputy CEO, Chief Judge
Convene LAP planning team meetings	Quarterly	Deputy CEO

**Second Judicial District Court Language Access Plan
Attachment B**

**Second Judicial District Court
Language Access Planning Team**

Monica Roybal, Deputy Court Executive Officer (LAP Coordinator)

Rosa López Gastón, Court Interpreter Supervisor

Angélica López, Court Clerk II, Self Help Center

Blane Wamsley, Jury Division

Geri Solano, Family Court/ DV

Lidia Solís, Clerk's Office (Children's Court)

Mark Pickle, Children's Drug Court

Anita Martínez, Human Resources Administrator Senior

Rachel Saíz, Program Manager, Pretrial Services

Deborah Torres-Gutiérrez, Software Development Manager

New Mexico Second Judicial District Court
Spanish Language Interpreter Cases for January – December 2011

Type of Proceeding	Court Interpreter		Certified Contract Interpreter		Total Number		TOTAL
	Jan. – June	July – Dec.	Jan. – June	July – Dec.	Jan. – June	July – Dec.	
Criminal Proceedings	353	295	5	8	358	303	661
Arraignments	80	101	--	--	80	101	181
Grand Jury	22	22	2	--	24	22	46
Criminal Jury Trial	46	42	15	14	61	56	117
Juvenile Justice Center	326	330	59	201	385	531	916
Child Support	83	57	57	51	140	108	248
Domestic Violence	191	212	56	62	247	274	521
Domestic Relations	116	108	25	31	141	139	280
Court Clinic Mediations	19	19	9	11	28	30	58
Civil Proceedings	44	29	3	4	47	33	80
Civil Jury Trial	1	1	--	5	1	6	7
Jury Selection	--	3	--	--	--	3	3
Jury Orientation	1	2	1	--	2	2	4
Mental Health/Competency Hearings	7	4	8	10	15	14	29
Arbitrations/Mediation	2	1	6	2	8	3	11
TOTALS	1,291	1,226	246	399	1,537	1,625	
	2,517		645		3,162		3,162

**New Mexico Second Judicial District Court
Spanish Language Interpreter Cases for Fiscal Year 2011**

Type of Proceeding	Number of Cases		TOTAL
	Jul. – Dec. '10	Jan. – Jun. '11	
Criminal Proceedings	400	358	758
Arraignments	130	80	210
Grand Jury	27	24	51
Criminal Jury Trial	35	61	96
Juvenile Justice Center	487	385	872
Child Support	136	140	276
Domestic Violence	213	247	460
Domestic Relations	129	141	270
Court Clinic Mediations	27	28	55
Civil Proceedings	39	47	86
Civil Jury Trial	--	1	1
Jury Selection	3	--	3
Jury Orientation	2	2	4
Mental Health/Competency Hearings	20	15	35
Arbitrations/Mediation	1	8	9
TOTALS	1,649	1,537	3,186

**New Mexico Second Judicial District Court
Interpreter Cases for January – December 2011
Other Languages**

Language	Number of Cases		TOTAL
	Jan. – Jun. '11	Jul. – Dec. '11	
Arabic	7	4	11
Chinese	7	3	10
Farsi	1	--	1
French	2	--	2
German	2	--	2
Haitian Creole	1	--	1
Italian	1	1	2
Japanese	2	5	7
Korean	3	--	3
Kurundi	1	--	1
Lao	1	1	2
Navajo	3	1	4
Russian	--	1	1
Sign	53	44	97
Tagalog	3	3	6
Thai	--	1	1
Vietnamese	17	14	31
Totals	104	78	182

Certified LAS Employees	Phone #	Division
Alma Lerma	841-6792	Self Help
Argelia Barraza	841-7367	JJC Clerks Office
Daniel Saenz Sanchez	841-7313	Judge Romero
Maria Guerrero	841-6795	Domestic Violence

LAS Employees in Training	Phone #	Division	Certification Date
Lidia Solis	841-7367	JJC Clerks Office	4/23/2012
Naomi Medina	841-7542	Criminal	4/23/2012
Cristina Alcantar	841-7460	Criminal	4/23/2012
Marisa Salazar	841-7483	Domestic Violence	4/23/2012
Luz Garcia	841-7596	Scanning	6/4/2012
Venessa Graziano	841-7596	Scanning	6/4/2012
Rachel Saiz	841-5463	Pre Trial	7/2/2012
Anita Martinez	841-5497	Human Resource	7/2/2012

LIST OF TRANSLATED DOCUMENTS IN SPANISH

Available upon request for Court purposes only
Call (x7471 or x7470) or send an e-mail message (albdrlg@nmcourts.gov)
to the Court Interpreter Division

CRIMINAL DIVISION

GENERAL

Notice of Requirement to Register as a Convicted Sex Offender Pursuant to NMSA 29-11-7
Probation Notice & Directions
Profile of the 2nd District Court

ADULT CCP

Level One (Agreement)
Level Two (Electronic Monitoring)
Level Three (Electronic Monitoring- Intensive Supervision)

PRE-TRIAL SERVICES

Pre-trial services - Report

JUVENILE JUSTICE CENTER

CRIMINAL

Admission or No Contest Advice of Rights by Judge
Amendment to Probationary Agreement
Basic Points - Time Out
Basic Rights - Children's Court
Client Health and Safety Issues (3 Different Forms)
Community Custody Program Supervision (Levels 1 - 3)
Consent Decree
Courtroom Dress, Courtesy & Behavior (SNAP Court)
Demographic Sheet Court Unit
DWI Early Intervention Program
Interstate Compact on Juveniles
Judgment and Disposition
Notice of Arraignment
Order Joining Parent(s) As Parties to the Petition
Order Setting Conditions of Release on a Youthful Offender
Parent's Survey
Plea and Disposition Agreement
Practice-Time Out
Probation Agreement
Termination of Probation Notice
Voluntary Relinquishment of Parental Rights & Consent to Adoption
Waiver of Arraignment & Entry of Denial of Charges
Waiver of Time Limits
Waiver of Trial by Jury

SNAP COURT

Parenting Quiz (SNAP Court)
Snap (Say 'No' to Abusing Power) Parent Group Rules
Snap Parent's Contract for Participation
Snap- Weekly Report for Parents
Snap- Weekly Report for Young Men
Thinking Errors (SNAP Court)

TEEN DRUG COURT

Teen Drug Court Manual
Teen Drug Court Medication Memo

YOUTH & FAMILY COUNSELING

Acceptance Form - Parent Group Orientation
Authorization for Release of Information
Family Counseling Guidelines
Form - Youth & Family Counseling Program, and List of Residents At Home
Parent Group Orientation
Parent Group Orientation Acceptance Form
Peg - Client Information
PEG Requirements for Families
Tuesday Parent Group Topic Outline

FAMILY COURT

GENERAL

Developmental Needs of Children of Divorce
Affidavit - Form 4-962 - Delivery Cert.

CHILD SUPPORT DIVISION

Child Support Hearing Officer Report on Merits of Petition
Child support notices & zip code list
Court Clinic Referral Order (& attached Information Sheet)
Parenting Plan
Stipulated Judgment on Merits of Petition
Supplemental child support order
Worksheet A - Basic Visitation
Worksheet B - Shared Visitation

COURT CLINIC

Brief Instructions After Submitting an Application for Free Process
Court Clinic Pre-Mediation Questionnaire
Court Clinic Services (green brochure)
Family Court Clinic Questionnaire
First appointment - Court Clinic
Interim Monthly Income & Expense Statement
Mediation Manual
Mediation Questionnaire - For children
Mediation Questionnaire - For parents
Notice Regarding Year-Round Settlement Facilitation - Domestic Relations
Priority Consultation
Questionnaire – Addendum
Waiver of Mediation Communication Privileges

DOMESTIC VIOLENCE DIVISION

Additional Pages of Order of Protection
Additional Pages: Stipulated Order of Protection against Petitioner
Additional Pages: Stipulated Order of Protection against Respondent
Application to Modify, Terminate or Renew the Order of Protection from Domestic Abuse
Contested Family Law Packets
Counter-Petition Order of Protection from Domestic Abuse
Cover page for Additional Pages of Order of Protection
Domestic Abuse Orders of Protection (Brochure)
Emergency order of protection against respondent
How to Obtain a Temporary Order of Protection in NM
Instructions after Receiving a Temporary Order of Protection
Order of Dismissal
Parents questionnaires - Domestic Violence
Parents questionnaires -DV- concerning children
Petition for Emergency Order of Protection from Domestic Abuse
Petition for Order of Protection from Domestic Abuse (Against Respondent)
Petition for Order Protection for Domestic Violence

Service of Process Information for Petition for Order of Protection from Domestic Abuse and Petition for Emergency Order of Protection (Respondent)
Service of Process Information for Petition for Order of Protection from Domestic Abuse and Petition for Emergency Order of Protection (Petitioner)
Six-step Personalized Safety Plan
Temporary Order of Protection against Petitioner and Order of Appearance
Temporary Order of Protection and Order to Appear (Respondent)
Warrant - Domestic Violence

SELF- HELP CENTER

Objections to Commissioner/Hearing Officer Recommendations

JURY DIVISION

General Information and Instructions for Petit Jurors

General Information for Grand Jurors

General Information for Grand Jury

Grand Jury Charge

Grand Jury Oath

Jury Instructions (when required for a juror)

Jury Orientation Video

Jury Website FAQs

Message to Jury Candidates

Petit Jury Oath

NEW MEXICO JUDICIAL BRANCH

GENERAL POLICY AND PROCEDURE

LANGUAGE ACCESS TRAINING POLICY

1. PURPOSE

The purpose of this policy is to ensure that all employees of the New Mexico Judiciary understand the importance of, the basis for, and their role in providing qualified language assistance to all individuals who use or may use the services of the New Mexico state courts.

The New Mexico Judicial Branch is committed to ensuring access to justice for all New Mexico residents and recognizes that language access is a significant aspect of equal access to justice at all points of public contact with the judiciary, within and outside the courtroom and courthouse. This commitment is consistent with both state and federal law.

Title VI of the Civil Rights Act of 1964 provides that "No person in the United States, shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." 42 U.S.C. §2000d (2010). The U.S. Supreme Court has determined that discrimination based on language (whether intended or not) is a form of national discrimination prohibited by Title VI.

The Constitution of the State of New Mexico references language access in multiple sections including the following.

Article II, Section 14 *"In all criminal prosecutions, the accused shall have the right to appear and defend himself in person, and by counsel; to demand the nature and cause of the accusation; to be confronted with the witnesses against him; to have the charge and testimony interpreted to him in a language that he understands; ..."*

and

Article VII, Section 3 provides that "[t]he right of any citizen of the state to...sit upon juries, shall never be restricted, abridged or impaired on account of...inability to speak, read or write the English or Spanish languages." To comply with this constitutional mandate, the Supreme Court has charged that "all courts should strive to incorporate all New Mexico citizens into our jury system regardless of the language spoken by a prospective NES (non-English speaking) juror." (Non-English Speaking Juror Guidelines, p. 2)

NEW MEXICO JUDICIAL BRANCH

GENERAL POLICY AND PROCEDURE

This policy has a broad application and applies to justices, judges, and all employees (probationary, term, classified, at-will and temporary employees).

2. EDUCATIONAL PROGRAMS

- A. Each judicial entity shall ensure every employee completes the AOC-approved language access training within six (6) months of hire.
- B. The Administrative Authority or designee shall certify to the Director by the first of January each year that all current employees of that judicial entity have previously received training or will receive the above training within the next six (6) months.
- C. Follow-up language access training and training on the court's language access plan may be provided, as appropriate.
- D. Each employee who attends language access training shall sign an acknowledgement that the employee has attended the training.
- E. Viewing of the Language Access Video is required by all New Mexico Judicial Branch employees (at-will employees, term, temp) and provides information that includes:
 - (1) an overview of pertinent state and federal law;
 - (2) what constitutes meaningful language access;
 - (3) a review of the role of the certified court interpreter;
 - (4) the employee's role in ensuring meaningful language access;
 - (5) a review of the language access resources provided by the Administrative Office of the Courts.

Effective Date:


Arthur W. Pepin, Director
Administrative Office of the Courts

10/24/2011
Date

Dev: 5/2011

NEW MEXICO JUDICIAL BRANCH

LANGUAGE ACCESS TRAINING

ACKNOWLEDGMENT FORM

My signature below acknowledges:

- (1) That I viewed the AOC approved Language Access Training Video.
- (2) Receipt of the New Mexico Judicial Branch Language Access Training Policy and Supreme Court Order #11-8500 approving the policy on April 6, 2011.
- (3) My commitment to read and understand the Policy.
- (4) That should I have any questions or concerns regarding the training or policy I will contact the AOC Court Services Division, at 827-4822.

Court (Please Print)

Employee Name (Please Print)

Employee Signature

Date

Original: Employee Personnel File
Copy: Employee & Court Services Division
Copy: AOC HR

Name of Policy: Language Access Training Policy
Inquiries: Administrative Office of the Courts, Human Resources Division, 827-4937 or 827-4810
Distribution: All Employees of the New Mexico Judicial Branch

Patricia Jimenez
Clerk of the Supreme Court
of the State of New Mexico

1
2 **IN THE SUPREME COURT OF THE STATE OF NEW MEXICO**

3 **April 6, 2011**

4 **NO. 11-8500**

5
6 **IN THE MATTER OF THE APPROVAL**
7 **OF THE MANDATORY LANGUAGE ACCESS TRAINING**
8 **FOR THE JUDICIAL BRANCH OF GOVERNMENT**

9 **ORDER**

10 WHEREAS, this matter came on for consideration by the Court upon
11 recommendation of the Administrative Office of the Courts to approve the
12 language access training DVD, *Language Access is Equal Access*, and to ensure
13 that all present and future judicial employees view the training DVD; and
14

15 WHEREAS, the language access training DVD is part of the New Mexico
16 Judiciary's effort to ensure that all New Mexico residents, regardless of their
17 ability to speak or understand the English language, receive qualified language
18 assistance when involved with the New Mexico state courts, and the Court
19 having considered said recommendation and being sufficiently advised, Chief
20 Justice Charles W. Daniels, Justice Patricio M. Serna, Justice Petra Jimenez
21 Maes, Justice Richard C. Bosson, and Justice Edward L. Chávez concurring;
22

23 NOW, THEREFORE, IT IS ORDERED that the recommendation is
24 ADOPTED and the language access training DVD, *Language Access is Equal*
25
26
27
28

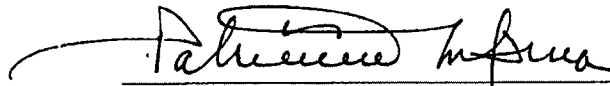
1
2 *Access*, is APPROVED; and

3 IT IS FURTHER ORDERED that all New Mexico judicial entities shall
4 ensure that present and future judicial employees view the language access
5 training DVD as soon as practicable.
6

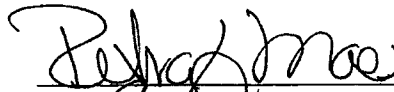
7 Done in Santa Fe, New Mexico, this 6th day of April 2011.
8

9
10 

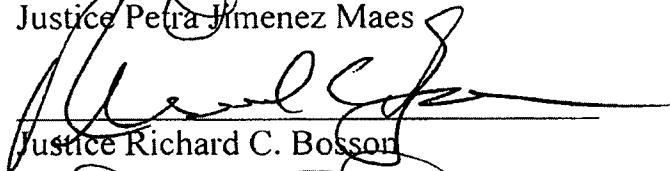
11 Chief Justice Charles W. Daniels

12 

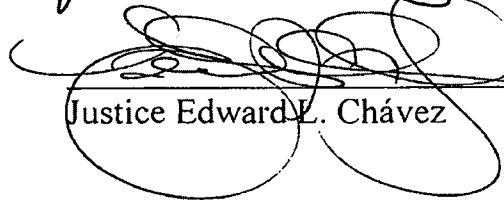
13 Justice Patricio M. Serna

14 

15 Justice Petra Jimenez Maes

16 

17 Justice Richard C. Bosson

18 

19 Justice Edward L. Chávez
20
21
22
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Should a court client/customer feel that his/her rights to meaningful language access have not been met by the Court, the following procedure may be followed to register a complaint:

1.The person with the complaint (the complainant) should contact the Second Judicial District Court Language Access Plan (LAP) Coordinator to report the complaint by completing and submitting the attached Title VI Complaint Form.

Contact information: Monica Roybal, Deputy CEO, Second Judicial District Court, 400 Lomas Boulevard NW, Albuquerque, New Mexico 87102, albdmtr@nmcourts.gov, (505) 841-7644

2.If the complainant does not believe that their concerns have been adequately addressed or resolved with the Second Judicial District Court LAP Coordinator, the complainant should contact the NM Administrative Office of the Courts (AOC) Statewide Program Manager, Language Access & Jury Services.

Contact information: Pamela Sánchez, Statewide Program Manager, Language Access & Jury Services, New Mexico Administrative Office of the Courts, 237 Don Gaspar, Santa Fe, New Mexico 87501, aocpjs@nmcourts.gov, (505) 827-4822.

3.The complainant may also, at any time in this process, contact the United States Department of Justice.

Contact information: Federal Coordination and Compliance Section, Civil Rights Division, United States Department of Justice, 950 Pennsylvania Avenue NW, Washington, D.C. 20530, (888) 848-5306 or (202) 307-2678 (TDD).

Second Judicial District Court

Title VI Complaint Form

Title VI of the Civil Rights Act of 1964 requires that "No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any of program or activity receiving federal financial assistance." The United States Supreme Court has determined that excluding participants because of an inability to speak English may constitute discrimination on the basis of national origin in violation of Title VI (*Lau v. Nichols*(1974) 414 U.S. 563).

The following information is necessary to assist us in processing your complaint. Should you require assistance in completing this form, please contact us at:

Second Judicial District Court – Monica Roybal, LAP Coordinator
400 Lomas Boulevard NW, Albuquerque, New Mexico 87102,
albdmtr@nmcourts.gov, (505) 841-7644

Please complete and return this form to:

Second Judicial District Court – Monica Roybal, LAP Coordinator
400 Lomas Boulevard NW, Albuquerque, New Mexico 87102,
albdmtr@nmcourts.gov, (505) 841-7644
Fax: (505) 841-7446 (marked Attention: Monica Roybal)

1. Name of person filing complaint (the complainant):
2.Complainant's Address:
3.Complainant's Contact Information: Home Phone: Work Phone: Mobile Phone: E-mail:
4.If you are filing on behalf of another person, please include your name, address, phone number, and relation to the complainant: Name: Address:

Phone:
E-mail:
Relationship to Complainant:

5. Please describe, in your own words, in what way you believe that your rights to language access were not met and whom you believe was responsible. Please use the back of this form or additional pages as needed.

6. Please indicate the date/s when the above occurred:

7. Please sign below:

Signature _____
Date Signed _____

Return this form to:

Second Judicial District Court – Monica Roybal, LAP Coordinator
400 Lomas Boulevard NW, Albuquerque, New Mexico 87102,
albdmtr@nmcourts.gov, (505) 841-7644
Fax: (505) 841-7446 (marked Attention: Monica Roybal)